



Repairs and maintenance



Looking after your home

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About repairs and maintenance



We want to make sure your home is safe and clean to live in.



Repairs and maintenance is when we look after or fix things in your home.



This booklet tells you about **repairs and maintenance**. It says what we will do and things you can do to look after your home.

We will repair and look after:

Outside of your house

- things like the roof, drains, windows and doors
- paths, sheds or garage that we put in





Inside your home

- bathroom fittings like your toilet, sink, bath and shower
- heating
- electrics



It is up to you to look after and sort out repairs for your own things.



If you need a repair, the numbers to call us on are on **page 22**.



When we will make repairs

If something needs fixing, you need to tell us straightaway.



We will make repairs as quickly as possible.

Some repairs are more serious than others. We will deal with the most serious repairs first.

Emergency repairs

If it is an emergency, we will come within **24 hours**. Things like if you have:



- no water or electricity



- a burst pipe



- a broken window



We will try to fix emergency repairs within 24 hours.



We will do our best to sort out the main problem. Then we will come back to finish off the work.

Urgent repairs

Urgent repairs need fixing quickly. But they are not as serious as emergency repairs. Things like:



- plug sockets not working in part of your home

or



- the lift not working

We will try to make urgent repairs within **48 hours**.



Other repairs

We will make any other repairs within **28 days**. Things like fixing a dripping tap or changing a lightbulb.

Letting people into your home

You **must** let your landlord in to do repairs or other work on your home.



We will let you know before we come to your home. We will tell you:

- who we are, why we are coming

and

- what sort of repair work we will do





All of the people working for us will have an ID badge. You can ask to see the badge before you let anyone in.

If you are worried, you can call us:
01484 609189

How we work

When we come to do your repair, we will treat you and your home with respect. We will:

- be on time and polite at all times
- ask you first if we need to use your electricity
- ask you first if we need to use your toilet
- not smoke inside your home





- clean away all our rubbish when we have finished



- not leave our tools or anything else lying around

Paying for repairs



We will not ask you to pay for most repairs.

But there are times when you will be asked to pay for a repair. Things like:



- if you or your visitors break or damage something and we have to repair it



- if you make any changes to your home without asking us first



- if you lose your key and we get you a new one

Changes to your home



You might be able to decorate your home. But you must write to us and ask us first.



As your home gets older, some things might get worn out. Things like your kitchen, bathroom or heating.

We might need to replace them. We will let you know.



You might need some things to make your home easier for you to use. Things like rails and ramps.



We will look at what we can do to meet your needs.

Safety



Gas

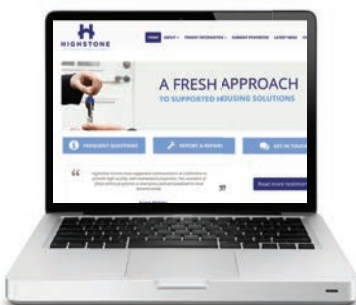
You might have some things in your home that use gas. The law says we must check these things once a year.

This is to make sure they are safe to use.



If you smell gas, you should phone the National Grid straightaway:

0800 111 999



You can find more information about gas safety on our website:

www.highstoneha.co.uk

Fire

We will fit a smoke alarm in your home. We will test your smoke alarm every 6 months.



To keep your home safe from fire, you should:



- press the button on your smoke alarm to test that it is working

and



- keep your doorways clear



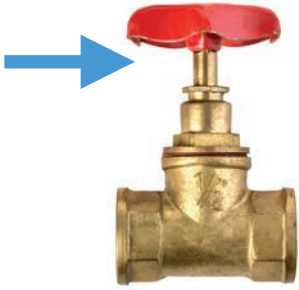
Electrics

We will make sure electric plugs and wiring in your home are safe to use. We will test them every 5 years.



Electric appliances are things you can plug in. You should check your electric appliances are safe and not damaged.

Water



A **stopcock** is a tap that controls the water going into your home.

If you need to stop your water, you should turn off the stopcock.



You should check your stopcock 2 times every year to make sure it is working properly.



Carbon monoxide

Carbon monoxide is a poisonous gas. You cannot see it or smell it. If you breathe it in, it can make you very poorly.



Years

1

We will put a carbon monoxide alarm in all of our homes that use gas. We will check the alarms every year to make sure they are still working.

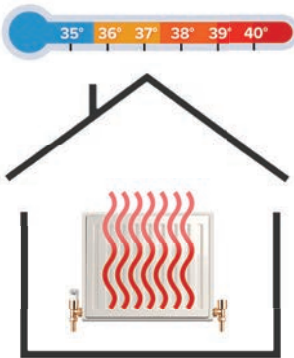
Things you can do to look after your home



In the winter

Cold weather might make your pipes freeze. This could cause damage to your home.

To stop this from happening, you should:



- keep your home as warm as possible

and

- leave your heating on, if you will be away from your home for some days



Damp

If your home gets too steamy, it can get damp. This might happen:



- after a hot bath
- when you are cooking
- when you are washing and drying clothes



Mould can grow when it is damp, especially around your windows.

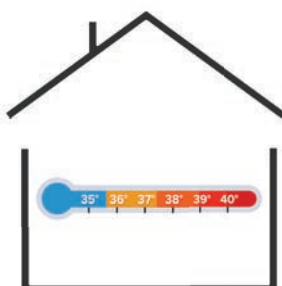
To stop this from happening, you can:



- open a window to let any steam out

and

- make sure each room is warm enough and air can get in and out





Insurance

Home contents insurance is when you pay a company to help you look after your things in your home.



If you break something or it is stolen, the insurance company will give you money to fix it or buy a new one.



We think it is good idea if you get this insurance.

Moving out



When you move out, you must make sure you leave your home clean and tidy.



You will have to pay for cleaning if you leave the house dirty and messy.



You will have to pay to fix anything you or your visitors have broken.

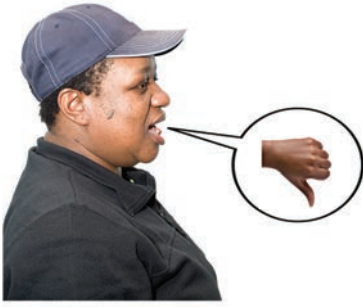


You must take all of your things with you when you go.



You must give your keys back to us before you go.

How to complain



If you are not happy about the service we give you, then you can complain.



First thing to do is to talk to any of our staff. They will do their best to sort out the problem.



If you are still not happy you can contact us. You can:



Speak to your Housing Officer



**Telephone us
01484 609189**



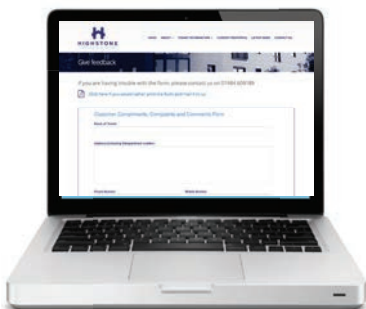
You will hear a recorded message.



Press number **2** on your phone and you will hear another list.



Press number **2** to speak to someone.



Fill in the form on our website
www.highstoneha.co.uk/tenant-info/how-to-make-a-complaint/



Email us
complaints@highstoneha.co.uk



Post it to us
Highstone Housing Association
329 Wakefield Road
Denby Dale
Huddersfield
HD8 8RX



We also have a paper form you can fill in to complain. Ask our staff if you want to complain this way.



You can ask someone you know to help you complain.

Tell us about a repair



Emergency repairs

For emergency repairs on a weekday between:

- **9am to 5pm** Monday to Thursday
- and
- **9am to 4pm** on a Friday



Phone

01484 609189

For emergency repairs on an evening or weekend between:

- **5pm to 9am** Monday to Thursday
- and
- **4pm** on a Friday to **9am** on a Monday



Phone:

0330 058 4090



For other repairs contact us:

By phone between 9am to 5pm:
01484 609189



By email:

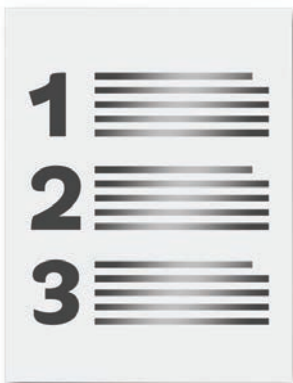
repairs@highstoneha.co.uk



Online:

**[www.highstoneha.co.uk/contact/
report-a-repair](http://www.highstoneha.co.uk/contact/report-a-repair)**

When you report a repair you need to tell us:



- your name, address and telephone number
- and**
- what happened and what needs to be fixed